SECTION 6 Troubleshooting

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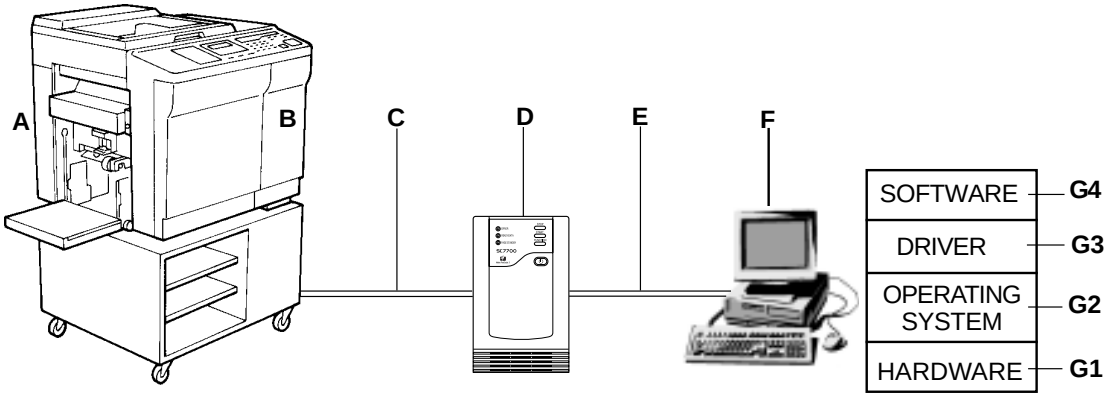
TROUBLESHOOTING

1. Isolating Fault Area



- **A** RISOGRAPH
- **B** I/F PCB
- **C** SCII Cable
- **D** SC7700
- **E** Print Connection
- **F** Computer System
  - **G1** Computer hardware - printer port
  - **G2** Operating System
  - **G3** Driver - printer driver
  - **G4** Software - RISO Console software, RISO Scan or application software (with TWAIN for scanning).

Try to make tests which will eliminate areas as possible causes of any fault.

Read the appendix of the Technical Administrators Manual. The following is a guide to checking the system by area.

A) **Area A:**

The RISOGRAPH may be tested on its own to determine if the RISOGRAPH is the cause of any print or scan error.

RISOGRAPH Test Modes

The RISOGRAPH has several test modes for checking the stand-alone function of the print engine and scanner. Refer to the RISOGRAPH Technical Manual.

If Area A is found to cause the fault carry out normal RISOGRAPH service by referring to the RISOGRAPH manual.

B) **Areas A,B,C,D:**

If the Error LED is on, or the I/F key can not be selected on the RISOGRAPH then this indicates a basic connection problem.

SC7700 Error LED

The Error LED of the SC7700 will flash if a 5V signal from the RISOGRAPH is not detected by the OIF PCB via the SCII cable connection. The RISOGRAPH must be switched on and connected.

Also the communication between the SC7700 and the RISOGRAPH can be tested by holding the Start key of the SC7700 during switch on to make a test page.

SC7700 Key Test Mode

During switch on of the SC7700, hold the Start key until all the LED`s begin to flash. Release the key and a test page is printed from the hard disk memory of the SC7700.

Holding the Function key during startup will produce a settings page and a fonts page.

Check the connection of the I/F PCB and the SCII cable. Check the OIF PCB of the SC7700.

C) **Area D:**

The SC7700 checks itself during switch on.

SC7700 Self Check

During switch on the SC7700 checks the cards internal components. If everything is okay, the internal speaker will sound within the first few seconds. Then the unit will boot up through the normal LED sequence. See "Audio Error Signals"

Refer to Page 6-5 for the meaning of audible codes.

If the SC7700 does not function correctly it may be a hardware, or configuration problem. Check both. Use this manual to check the hardware. Refer to the Technical Administrator's Manual to check the configuration.

D) **Area D,F,G:**

RISO Console Software check

It is possible to read the configuration and contents of the hard disk using the RISO Console Software. (See the Technical Administrator's Manual).

If the SC7700 is restarted with the RISOGRAPH connected and on, it should be possible to print a test page from the SC7700 utility even if the print connection is only unidirectional.

Test Pages from Utility

The utility software can be used to print the following test pages:

Self test page
Settings page
Font sample page

Please see the Technical Administrators Manual for details of the test pages.

If a problem occurs during these tests the most likely problem area is G. To check D and F try different cables or different connection ports. If the SC7700 is connected via a network try connecting to a local port of one computer. To check Area G refer to the Technical Administrator's Manual, and refer to the software and hardware vendor or support personnel of the computer.

If a problem is suspected with the network then it is important to refer the problem to the network administrator.

2. Audio Error Signals

The motherboard generates signals for the speaker to indicate problems, mainly during boot up.

If all is okay a short tone will be heard and the boot-up sequence will continue. However if the motherboard detects an error the speaker will sound with several 'beeps'. In this case the boot-up will halt.

The problem may be with the motherboard, the processor, RAM or any device attached to the board.

Try the following:

A) switching off and re-booting

B) checking the last thing that was changed

C) disconnecting components from the Mother board one by one and re-booting to identify the problem area.